DOCUMENT RESUME

ED 166 849 CE 019 797

AUTHOR	Cannon, Bleeker S.
TITLE	Task Simulation: Word Processing. Teacher [and Student Manuals], C. Correspondence Secretary in a Department Store.
INSTITUTION	Clemson Univ., S.C. Vocational Education Media Center.; South Carolina State Dept. of Education, Columbia. Office of Vocational Education.
SPONS AGENCY	South Carolina State Dept. of Education, Columbia.
PUB DATE	78
NOTE	36p.; For related documents see ED 155 303, ED 155 400-478, CE 019 471-478, CE 019 480-489, and CE 019 792-801 ; Parts may not reproduce clearly due to colored background
AVAILABLE FROM	Vocational Education Media Center, 10 Tillman Hall, Clemson University, Clemson, South Carolina 29631 ($5.00)
EDRS PRICE	MF-$0.83 Plus Postage. HC Not Available from EDRS.
DESCRIPTORS	Behavioral Objectives; *Business Correspondence; Independent Study; *Learning Activities; *Office Occupations Education; *Organizational Communication; *Performance Based Education; Postsecondary Education; Secondary Education; Secretaries; Simulation; *Typewriting; Vocational Education; Worksheets
IDENTIFIERS	Vocational Technical Education Consortium States

ABSTRACT

This task-simulation learning module on being a correspondence secretary in a department store for secondary and postsecondary teachers and students, the seventh in a series of eleven task and in-basket simulations, was designed to provide individualized instruction in office occupations courses, such as introductory business and typewriting. (Each module in the set is designated A, B, or C, representing level of difficulty from, respectively, easy to difficult.) The module is divided into two parts. The first, developed for teacher use, includes the following: teacher instructions; definitions of task and in-basket simulations; objectives (learning tasks); prior student experiences; necessary equipment, supplies, and resources; completion time; method of evaluation; definitions of terminology; pre-test with answer key; dialogue and instructions for five dictations (learning tasks); answer keys for five learning tasks; and worksheets. The second part, developed for student use, includes the following: objectives (learning tasks); prior student experiences; necessary equipment, supplies, and resources; description of simulation situation; instructions for five learning tasks; and worksheets. (This module was developed around performance objectives 71, 74, 75, and 80 of the V-TECS [Vocational-Technical Education Consortium of States] Secretarial Catalog. Other related office occupations instructional materials are available in ERIC--see note.) (EM)

ED166449

TASK SIMULATION

WORD PROCESSING

TEACHER

C

CORRESPONDENCE SECRETARY IN A DEPARTMENT STORE

Developed by

Bleeker S. Cannon

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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CE 019 797

TEACHER INSTRUCTIONS

The task and in-basket simulations have been developed to supplement performance objectives in the V-TECS Secretarial Catalog. The simulations are designed for individualized instruction and can be used in several office occupations courses. Teachers involved in a 1976 FPDA workshop wrote the simulations and tested these materials in their classrooms. Suggested time limits may vary according to the ability and experience of your students.

Students should not write on the simulations. Answer sheets for the in-basket simulations are included in the teacher materials and should be duplicated as needed. The teacher key for in-basket simulations reflects one correct method of listing priorities. Evaluation should be flexible. If a student can justify answers which differ from the suggested answers, they should be accepted as correct. You may prefer to use the in-basket simulations as learning experiences rather than for evaluation purposes.

Teachers should complete each simulation before making assignments to students. You must be familiar with the contents in order to answer questions. Avoid giving too many directions and hints. The purpose of the simulations is to teach your students to think and to make decisions under pressure. Record the dialogue on a cassette for students for this simulation.

Prior to using the Word Processing simulations, students should be familiar with the list of terms which accompany each word processing simulation.

DEFINITIONS

A task simulation is an instructional technique in which the learner performs several different tasks. The simulation requires that the learner use previously acquired skills and knowledge in order to complete the tasks. An in-basket simulation is a technique in which a specific position is described and in which the learner is required to make decisions about the priority of each task described in the simulation. In an in-basket simulation, tasks are not performed by the student but are listed in order of priority.

THIS TASK SIMULATION CORRELATES WITH V–TECS PERFORMANCE OBJECTIVES 71, 74, 75, AND 80 OF THE SECRETARIAL CATALOG.

TITLE:

Correspondence Secretary in a Department Store

OBJECTIVE:

Given taped and written instructions for a handwritten announcement, a typed document including proofreader's revisions, a routine letter composition request, a standard document revision request, and a letter and form designed for repetitious mailings, the student will arrange, revise, compose, and type (record and playout) the tasks in mailable form within 2½ to 3 hours.

PRIOR STUDENT EXPERIENCES:

Typing I and II (including clarification of block letter style and mixed punctuation)
Operation of cassette player
Experience on automatic typewriter equipment* with instruction on the following:
- Centering
- Recording and playing out
- Correcting, adding and deleting
- Coding

NECESSARY EQUIPMENT, SUPPLIES, AND RESOURCES

Automatic typewriter* and manual
Cassette player
Taped dictation (Dialogue begins on page 10)
Paper clips (5)
Scissors or paper cutter
Carbon paper
Plain paper (approximately 25 sheets)
Folders (2)
Stencils
Letterhead
Envelopes
Illustration sheet
V-TECS Secretarial Catalog
Typing II textbook
Secretarial reference book
Task simulation Student Booklet including Credit Policy Letter and Invoice No. 3024

*This material is adaptable to any advanced typing situation. If automated equipment is not used, however, the teacher should adjust the number of copies required as indicated in the student booklet.

COMPLETION TIME:

This simulation requires 2½ to 3 hours. This is for the above average student using automated equipment.

METHOD OF EVALUATION:

Teacher correction using attached keys. A pretest is included and may be used to determine whether students are ready for this simulation.

WORD PROCESSING TERMINOLOGY

1. Word processing is the automation of the typing function starting with the dictator (word originator) and ending with the dispatch of the written document. It involves the use of power or automated typing machines, magnetic dictation units, and rapid messenger service back to the originator.

2. MCST stands for magnetic card selectric typewriter.

3. MTST stands for magnetic tape selectric typewriter.

4. A memory typewriter is an automatic typewriter which can store recorded material in its memory. This material can be recalled and used at a later time. As many as 200,000 characters can be stored in this machine.

5. A correspondence secretary is a person whose principal duty is production typing.

6. An administrative secretary is a secretary whose duties include various secretarial tasks other than production typing.

7. An originator is a dictator.

8. A principal is a person who is assisted by one or more administrative secretaries.

9. Automatic typewriters are any typewriters that are controlled by automated means. Various input medias such as magnetic cards, magnetic tape, etc., are used with these machines.

10. Turn around time is the time it takes the document to get from the originator through the center and back to the originator.

11. Reverse printout is a process in which the typewriter prints from left to right, as is usual, and on the next line will print from right to left. Xerox and Linolex companies use the reverse printout principle.

12. A cathode ray tube is an electronic vacuum tube containing a screen on which information can be displayed. The abbreviation CRT is frequently used to refer to a cathode ray tube.

PRE-TEST

COMPLETE THE FOLLOWING EXERCISES BY WRITING THE CORRECT LETTER IN THE BLANK ON THE ANSWER SHEET.

Usually the automatic typewriter has a longer space line than a regular electric typewriter. Therefore, the center point is altered and the typist must be careful about placement of the paper guide and figuring the correct margins. Record your answers on a separate sheet of paper.

_____ 1. Which of the following are the correct margins for an average length letter if the elite typewriter's center is 78?

A. 43 and 108

B. 48 and 113

C. 38 and 103

_____ 2. Which of the following are the correct margins for a short letter if the elite typewriter's center is 82?

A. 57 and 112

B. 59 and 114

C. 57 and 122

_____ 3. In the record mode, which code should you use at the end of a letter?

A. No. 3

B. END

C. STOP

_____ 4. Choose the correct closing when a company name is included.

A. Sincerely,

John Doe, President
The Hallmark Company

B. Very truly yours,

THE HALLMARK COMPANY

John Doe, President

C. Cordially,

The Hallmark Company

John Doe, President

_____ 5. Which problem below is correctly centered horizontally?

A.

CONGRATULATIONS

on your

graduation

from

Central City High School

B.

CONGRATULATIONS

on your

graduation from

CENTRAL CITY HIGH SCHO OL

_____ 6. Jane was asked to write a letter to XYZ Company, 107 Windler Way, Columbia, SC 29201, to inquire why 4 No. 3 boxes of regular soap pads have not yet arrived at her store since they were ordered with Purchase Order No. 96 on 9-6-19--. She was to sign the letter with Jim Court's name as Purchasing Supervisor. Which of the following letters is correct?

PRE-TEST

LETTER A

Current date

XYZ Company
107 Windler Way
Columbia, SC 29201

Gentlemen:

We have not yet received the three No. 4 boxes of soap pads as requested on our Purchase Order Number 96 dated September 6, 19--.

Please check into the reasons for delay and notify me when I may expect this order to arrive.

Sincerely,

Jim Court
Purchasing Supervisor

urs

PRE-TEST

LETTER B

Current date

XYZ Company
107 Windler Way
Columbia, SC 29201

Gentlemen:

We have not yet received the four No. 3 boxes of soap pads as requested on our Purchase Order Number 96 dated September 6, 19--.

Please check into the reasons for delay and notify me when I may expect this order to arrive.

Sincerely,

Jim Court
Purchasing Supervisor

urs

PRE-TEST

ANSWER SHEET

PLACE THE CORRECT LETTER OF YOUR CHOICE IN THE BLANK.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

KEY FOR PRE-TEST

1. B is correct. The margins should be 48 and 113.

2. A is correct. The margins should be 57 and 112.

3. B is correct. The END code should be used in order to end the letter and bring the card back.

4. B is correct. The company name should be typed in all caps.

5. A is correct. All lines in A are correctly centered while only some of the lines in B are correctly centered.

6. B is correct. In this letter, the purpose was to determine whether the correct merchandise is being shipped.

DIALOGUE FOR TAPED DICTATION

TASK 1 (Student booklet, page 3)

"Good morning, Heather! This is Mr. Tomebo and I hope you have had a nice weekend. Bet you soaked up a lot of sun, didn't you? Have you seen the morning paper, yet? The new appointments have been made public as of today, so the first thing I want you to do is type a nice bulletin board announcement for each department. I have placed a rough draft in your in-basket, but you know how I like them–with centered lines and 'kinda' formal looking. Check with Saundra if you have any problems. We'll need 20 copies–one for each department's board and a couple of extras.

You may begin using our new letterhead stationery stored in the work room.

Oh, and one more thing, Heather. I just want you to know how much I appreciate being made President of this fine company. I really feel honored, but I could never do my job efficiently without dedicated employees like you. Thank you for your faithful support and have a good day."

Turn off the tape player and return to page 3 in your booklet for further instructions.

TASK 2 (Student booklet, page 4)

"This is Jamie, Heather. Have you found the Credit Policies request I have in your in-basket? Please note the changes I want made. Run 300 copies this time and I'll let you know when I need more. Thank you."

Turn off the tape player and return to page 4 in your booklet for further instructions.

TASK 3 (Student booklet, page 4)

"Heather, this is Mr. Snelvine. I've placed a request from Fred in your in-basket. Thank you for working it up."

Turn off your tape player and return to page 4 of your booklet for further instructions.

TASK 4 (Student booklet, page 4)

"This is Mr. Tomebo, Heather. I just remembered that Sunday, Clay Brittain stopped me in church and asked if I could send over some more of the 'Welcome' letters for his front desks at the Sea Ryder's and the Beach Inn. Glad he mentioned it because it reminded me that I have been wanting to ask you to revise the format of that form letter. This would be a good time for it since we are changing over to the new letterhead.

But, Heather, I don't know exactly what I want–just that I'd like a change. So use your creative imagination and I know I'll approve. Just let me see a copy before you run the whole batch."

Turn off your tape player and return to page 4 for further instructions.

TASK 5 (Student booklet, pages 4 and 5)

"Heather, this is Thomas. I am going to dictate a letter I have composed to send to anyone who applies and is approved for credit in the future.

Today it goes to: Mrs. Alvin (spelled A - l - v - i - n) Morton (spelled M - o - r - t - o - n); Woodland (that's one word) Avenue; Myrtle Beach, SC 29577.

Dear Mrs. Morton: It is a pleasure to welcome you and your family to Myrtle Beach and to thank you for applying for a charge account with us.

Your application for credit has been approved and we at Beach Company are anxious to assist you with all your shopping needs.

Enclosed is a sheet with an illustration of the sales ticket used in every department of our store. Each time you make a credit purchase, you will be asked to sign one of these tickets and will be given a copy for your records.

Also illustrated on this sheet is a statement you will receive the first of each month. Not only will each of your purchases, credits and payments for the month be itemized, but a carbon copy of each sales ticket you signed during the month will be included. Our customers tell us they appreciate receiving this carbon as they have often misplaced their first copy.

Finally, you will find enclosed a copy of our credit policy. Beach Company is the oldest and largest department store in the Grand Strand area, and we can make that claim because we have had so many fine credit customers.

Once again, on behalf of Mr. Tomebo and all Beach Company employees, may I welcome you to Myrtle Beach and invite you to visit our office at your convenience. Sincerely, S. Thomas Douglas, Credit Manager,

Heather, the illustration sheet I mentioned in this letter is one of my recent 'bright' ideas I hope will work. I'm anxious for each customer to feel that they are getting individual and personal attention from our company. Since you have to type her name and address for the letter and envelope anyway, isn't there some way you can put it on this illustration sheet in the proper places, too? Don't I remember that as being a selling point of the automatic equipment you have down there? Let me know how it turns out and whether my 'bright' idea is really so bright or not!

Oh, one more thing—Jamie had you make a new stencil for the credit policies and I want a copy included with this letter to Mrs. Morton and any other letters of this nature in the future.

Thank you for all this work, Heather."

Turn off the tape player and return to pages 4 and 5 for further instructions.

TASK 1 ANSWER KEY

This is an example of one suitable arrangement for this task.

A N N O U N C E M E N T

July 26, 19--

Beach Company Board of Directors

proudly announces

the following employee promotions

HAROLD D. TOMEBO, PRESIDENT

CLAUDIA M. TEPPS, VICE-PRESIDENT

SAUNDRA DEANS, ADMINISTRATIVE SECRETARY

W. JAMIE SMITH, TREASURER

S. THOMAS DOUGLAS, CREDIT MANAGER

JONATHAN MAYES, ASSISTANT TREASURER

TASK 2 ANSWER KEY

This is to be typed on a stencil and run when requested on letterhead.

BEACH COMPANY CHARGE ACCOUNTS

PURSUANT TO THE LAW RELATING TO CONSUMER PROTECTION LEGISLATION EFFECTIVE JULY 1, 1969, PLEASE NOTE THE FOLLOWING STATEMENTS RELATING TO OUR CREDIT PLANS:

1. Under the terms of our charge accounts we have a 30-day Convenience account which is due and payable in full each month.

2. We have a Special 90-day account (which has to be arranged at our office at the time of purchase). This account is free of any finance charges, if paid on due dates.

3. We have available installment accounts which are carried through one of our local banks or financial institutions.

4. We do not have a revolving account as such.

5. Any of our accounts not paid when due will be subject to a late finance charge computed by a periodic rate of 1% per month, which is an annual percentage rate of 12%, applied to the previous balance after deducting current payments and/or credits shown on your statement.

We welcome and appreciate the opportunity of serving you and ask that you pay your account when due and save yourself any finance charges.

Jamie Smith

W. Jamie Smith
Treasurer

Note: 30-day and 90-day may correctly be typed thirty-day and ninety-day.

BEACH COMPANY

Myrtle Beach, South Carolina 29577

TASK 3 ANSWER KEY

July 26, 19--

Better-Buy Furniture Company
129 Elm Street
Lenoir, NC 29212

Dear Sir:

We have not received the merchandise as requested on our Purchase Order No. 3024 dated June 3, 19--.

Please check into the reasons for the delay and notify me immediately as to when I can expect this shipment to arrive.

Sincerely,

Tam Snelvine
Purchasing Supervisor

urs

Enclosure

TASK 3

This is only one example of a suitable letter.

TASK 3 ANSWER KEY

This is an enclosure which will accompany the letter to Better-Buy Furniture Company.

BEACH COMPANY
Phone 432-9017 432-9018
Myrtle Beach, SC

Purchase Order No. 3024

Show this number on your invoice and package.

To:

Better-Buy Furniture Company
129 Elm Street, Lenoir, NC 28212

Date June 3 19 --

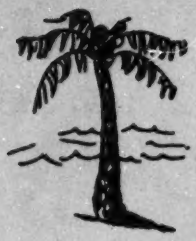
Quantity	Description	Price		Amount	
4	Stock No. 342, End tables	69	70	278	80
4	Stock No. 873, Ceramic lamps	15	40	61	60
1	Stock No. 430, Hide-A-Bed Sofa	399	00	399	00
1	Stock No. 662, Swivel Rocker	137	00	137	00
				876	40

Charge To: Furniture Department

Approved By: Jan Snelvine
Purchasing Supervisor

BEACH COMPANY
MYRTLE BEACH, SC 29577

Better-Buy Furniture Company
129 Elm Street
Lenoir, NC 28212



TASK 4 ANSWER KEY

BEACH COMPANY

Myrtle Beach, South Carolina 29577

WELCOME TO MYRTLE BEACH

We invite you to visit our Department Store at Myrtle Beach to see our many offerings at reasonable prices. They include:

A complete GROCERY DEPARTMENT with garden fresh produce.

A MEAT MARKET with a complete line of meat, pork, and beef.

A SEAFOOD DEPARTMENT with fresh shrimp, scallops, and fish.

LADIES' ready-to-wear; complete MEN'S, SHOE, and CHILDREN'S DEPARTMENTS.

Our complete GIFT DEPARTMENT with imported china and handicrafts.

FURNITURE DEPARTMENT with all types of beach furniture.

APPLIANCE DEPARTMENT--radio, television, air conditioning, sales and service.

FLOOR COVERING DEPARTMENT with a complete line of carpets and floor covering.

HARDWARE AND SPORTING GOODS DEPARTMENT with all types of fishing equipment.

BUILDING SUPPLY DEPARTMENT with lumber, paint and millwork.

Also, our GRASSO SERVICE STATION located on 4th Avenue North and Highway 24.

For your convenience we have a spacious free parking lot, free delivery service every hour of the day, and our shopping center is completely air conditioned. Our telephone numbers are 432-9017 and 432-9018.

Our office will also honor your checks.

We welcome you at any time and will appreciate the opportunity to serve you.

Yours truly,

BEACH COMPANY

Harold D. Tomebo
President

BEACH COMPANY

Myrtle Beach, South Carolina 29577

July 26, 19--

Mrs. Alvin Morton
Woodland Avenue
Myrtle Beach, SC 29577

Dear Mrs. Morton:

It is a pleasure to welcome you and your family to Myrtle Beach and to thank you for applying for a charge account with us.

Your application for credit has been approved and we at Beach Company are anxious to assist you with all your shopping needs.

Enclosed is a sheet with an illustration of the sales ticket used in every department of our store. Each time you make a credit purchase, you will be asked to sign one of these tickets and will be given a copy for your records.

Also illustrated on this sheet is a statement you will receive the first of each month. Not only will each of your purchases, credits and payments for the month be itemized, but a carbon copy of each sales ticket you signed during the month will be included. Our customers tell us they appreciate receiving this carbon as they have often misplaced their first copy.

Finally, you will find enclosed a copy of our credit policy. Beach Company is the oldest and largest department store in the Grand Strand area, and we can make that claim because we have had so many fine credit customers.

Once again, on behalf of Mr. Tomebo and all Beach Company employees, may I welcome you to Myrtle Beach and invite you to visit our office at your convenience.

Sincerely,

S. Thomas Douglas
Credit Manager

urs
Enclosures

TASK 5 ANSWER KEY

STATEMENT

BEACH COMPANY

MYRTLE BEACH, SC 29577

Mrs. Alvin Morton
Woodland Avenue
Myrtle Beach, SC 29577

Please return this stub with your check.

Amount Enclosed _____

Date	Reference	Charges	Payments & Credits	Balance
Previous Balance				$98.15
June 3		15.60		113.75
5		8.75		122.50
		31.89		154.39
		16.95		171.34
24			98.15	73.19
30		45.56		118.75

Billing Date – Last Date Shown

Finance Charge Listed by Date and Symbol FC Appears Above Arrow

BEACH CO.

Myrtle Beach, SC 7-26 19 --

Mrs. Alvin Morton

Address Woodland Avenue

Quan.	ARTICLES	UNIT COST	AMOUNT
1	Socks	.79	79
2	Slip	6.99	6 99
3	Blouse	9.40	9 40
4			
5			
6			17 18
7			
8	Sales Tax		69
9			17 87
10			

BEACH COMPANY

Myrtle Beach, South Carolina 29577

BEACH COMPANY CHARGE ACCOUNTS

PURSUANT TO THE LAW RELATING TO CONSUMER PROTECTION LEGISLATION EFFECTIVE JULY 1, 1969, PLEASE NOTE THE FOLLOWING STATEMENTS RELATING TO OUR CREDIT PLANS:

1. Under the terms of our charge accounts we have a 30-day Convenience account which is due and payable in full each month.

2. We have a Special 90-day account (which has to be arranged at our office at the time of purchase). This account is free of any finance charges, if paid on due dates.

3. We have available installment accounts which are carried through one of our local banks or financial institutions.

4. We do not have a revolving account as such.

5. Any of our accounts not paid when due will be subject to a late finance charge computed by a periodic rate of 1% per month, which is an annual percentage rate of 12%, applied to the previous balance after deducting current payments and/or credits shown on your statement.

We welcome and appreciate the opportunity of serving you and ask that you pay your account when due and save yourself any finance charges.

Jamie Smith

W. Jamie Smith
Treasurer

TASK 5 ANSWER KEY

This is to be a copy of the letter produced with the stencil typed by the student as requested in Task 2. The key for that task appears on page 13 of this manual.

Note: 30-day and 90-day may correctly be typed thirty-day and ninety-day.

BEACH COMPANY
MYRTLE BEACH, SC 29577

Mrs. Alvin Morton
Woodland Avenue
Myrtle Beach, SC 29577

TASK 5 ANSWER KEY

LETTERHEAD

BEACH COMPANY

Myrtle Beach, South Carolina 29577

BEACH COMPANY
MYRTLE BEACH, SC 29577

BEACH COMPANY
MYRTLE BEACH, SC 29577

25

LETTERHEAD ENVELOPES

23

26

TASK SIMULATION

WORD PROCESSING

STUDENT

C

CORRESPONDENCE SECRETARY IN A DEPARTMENT STORE

Developed by

Bleeker S. Cannon

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

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CORRESPONDENCE SECRETARY IN A DEPARTMENT STORE

OBJECTIVE:

Given taped and written instructions for a handwritten announcement, a typed document including proofreader's revisions, a routine letter composition request, a standard document revision request, and a letter and form designed for repetitious mailings, you will arrange, revise, compose, and type (record and play out) the tasks in mailable form within 2½ to 3 hours.

PRIOR STUDENT EXPERIENCES:

Typing I and II (including clarification of block letter style and mixed punctuation)
Operation of cassette player
Experience on automatic typewriter equipment with instruction on the following:
- Centering
- Correcting, adding and deleting
- Coding
- Recording and playing out recorded material

NECESSARY EQUIPMENT, SUPPLIES, AND RESOURCES:

Automatic typewriter*
Cassette player
Taped dictation
Paper clips (5)
Scissors or paper cutter
Carbon paper
Plain paper (approximately 25 sheets)
Folders (2)
Stencils
Letterhead stationery
Envelopes
Illustration sheet
Task Simulation Student Booklet including the following:
- Credit Policy Letter
- Purchase Order No. 3024

*This material is adaptable to any advanced typing situation. If automated equipment is not used, however, the number of copies required should be adjusted.

SITUATION:

You are a correspondence secretary for Beach Company Department Store, Myrtle Beach, South Carolina. You and your girlfriend Janet began working as sales clerks in the Junior Clothes Department just before graduation a year ago. You both have been very happy working at Beach's--the fellow employees are really special and the customers tend to appreciate you.

Since you had mastered many office skills during your junior and senior years at the Vocational Center, you eagerly accepted Mr. Tomebo's offer to become a correspondence secretary in the word processing center of the company.

You had been working in the word processing center for only six months when the President died unexpectedly. It was a shock to all the employees; Mr. Tomebo, as vice-president of the company, took charge and thanks to him, the necessary adjustments have been made very smoothly.

Your name is Heather Wright and it is Monday, July 26, 19--.

INSTRUCTIONS:

You receive your tasks from three sources: originator's dictate into systems recorders, hard copy is placed in your in-basket, or a combination of the two. All out-going letters are typed in block style with mixed punctuation, and are to be typed with one carbon copy unless other directions are specified.

Usually you know how to process each task, but if there are questions about format, you may confer with Saundra Deans, Administrative Secretary.

You are to paper clip together all papers pertaining to each task. Label one folder "Completed Tasks" and include those tasks which are finished. Label the other folder "Incomplete" and hold unfinished work in this one.

As you enter your office and put away your handbag, you notice some items have already been placed in your in-basket. You know, however, that listening to your taped recordings takes priority. Prepare your pad and pen for notetaking, turn the page and begin your tasks.

TASK 1

Turn on your tape player.

Below is the handwritten copy of the announcement Mr. Tomebo placed in your in-basket. Use it as a guide for typing an attractive, well-centered announcement on plain paper. Remember, he has asked for 20 copies so you must use the proper procedures for this request.*

Announcement
(Date)

Beach Co. Board of Directors
proudly announces the following
employee promotions.

Harold D. Tomebo, Pres.
Claudia M. Tepps, V.P.
Saundra Deano, Adm. Sec.
W. Jamie Smith, Treas.
S. Thomas Douglas, Crd. Mgr.
Jonathon R. Mayes, Ass't. Treas.

*If using an electric typewriter rather than automatic typewriter, reduce the number to one original and three carbon copies.

TASK 2

Turn on your tape player.

Turn to page 6, form 1, for the hard copy Jamie placed in your in-basket.

Requesting 300 copies of material of a non-personal nature such as this indicates to you that producing a stencil is the desirable procedure to follow. Go to the supply counter and secure a stencil for this task. You will not run this stencil today unless you receive further instructions.

TASK 3

Turn on your tape player.

Turn to page 7 for the student materials. Obtain the letterhead and envelope. After composing and typing the letter, address the envelope, detach the invoice from Mr. Snelvine's note and paper clip all items for this task in this order: original, purchase order copy, envelope and carbon copy.

TASK 4

Turn on your tape player.

Turn to page 8 and form 2, for a copy of the "Welcome" letter you would find in your standardized documents manual at Beach's.

There are no misspelled words in this letter, so maybe Mr. Tomebo would like it with different spacing and not so many capital letters. Or perhaps some words could carry more impact if they were in all caps. Experiment if you like. You have been given the freedom to decide; but if you need any help, Saundra always has good ideas. Since this is to be a draft, plain paper will be suitable.

TASK 5

Turn on your tape player.

You will need the following forms to complete this task:

Letterhead and envelope
Illustration sheet
Credit Policies letter

Turn to page 9 for the Illustration Sheet. This task represents a real challenge, but you have your machine manual and after refreshing yourself on the procedures required to stop, code, record, and play out, you are able to begin this task. If, however, you are unable to accomplish Thomas' request, simply type Mrs. Morton's name and address in the proper places on the Illustration sheet.

When you have completed this task, assemble and paper clip your work as follows: Original, Illustration sheet, Credit Policies, Envelope, and Carbon copy.

Well, Heather, you are probably a little tired now; but you have worked hard this morning. All you must do now is make sure all of the items for each task are arranged in proper order and that all five are paper clipped separately. Place all your work in your "Completed" folder in the following order:

TASK 5 (cont'd.)

Student Task Simulation Booklet
Task 1 materials
Task 2 materials
Task 3 materials
Task 4 materials
Task 5 materials

Discard your used carbon paper and submit your folder to be evaluated.

BEACH COMPANY

Myrtle Beach, South Carolina 29577

Indent each side five spaces

BEACH COMPANY CHARGE ACCOUNTS

PURSUANT TO THE LAW RELATING TO CONSUMER CREDIT PROTECTION LEGISLATION EFFECTIVE JULY 1, 1969, PLEASE NOTE THE FOLLOWING STATEMENT RELATING TO OUR CREDIT PLANS

1. FIRST: Under the terms of our charge accounts we have a 30-day lc convenience account which is due and payable in full each month.

2. SECOND: We have a lc special 90-day account (which has to be arranged at our office at the time of purchase). This account is free of any finance charges, if paid on due dates. lc

3. THIRD: We have available installment accounts which are carried through one of our local banks or financial institutions.

4. FOURTH: We do not have a revolving lc account as such. lc

5. FIFTH: Any of our accounts not paid when due, will be subject to a late finance charge computed by a periodic rate of 1% per month, which is an annual percentage rate of 12%, applied to previous balance after deducting current payments and/or credits shown on your statement.

We welcome and appreciate the opportunity of serving you and ask that you pay your account when due and save yourself any finance charges.

Mr. Tomelo wants my name and title typed here and I'm to sign it now! Please use W. Jamie Smith since most people call me Jamie anyway.

Form 1

STUDENT MATERIALS

From the Desk of TAM SNELVINE

Heather, Fred wants you to write a letter to these people. Ask why we have not received this mds. and when we can expect to receive it.

Enclose this copy of the P.O. with the letter.

Tam

7/26

BEACH COMPANY
Phone 432-9017 432-9018
Myrtle Beach, SC

Purchase Order No. 3024

Show this number on your invoice and package.

To:

Better-Buy Furniture Company
129 Elm Street, Lenoir, NC 28212

Date June 3 19 --

Quantity	Description	Price		Amount	
4	Stock No. 342, End tables	69	70	278	80
4	Stock No. 873, Ceramic lamps	15	40	61	60
1	Stock No. 430, Hide-A-Bed Sofa	399	00	399	00
1	Stock No. 662, Swivel Rocker	137	00	137	00
				876	40

Charge To: Furniture Department

Approved By: Tam Snelvine
Purchasing Supervisor

BEACH COMPANY

Myrtle Beach, South Carolina 29577

WELCOME TO MYRTLE BEACH

We invite you to visit our Department Store in Myrtle Beach and see our many offerings at reasonable prices, which include the following:

A complete Grocery Department, with Garden Fresh Produce.

Our Market with a complete line of Meat, Pork, and Beef.

Seafood Department with Fresh Shrimp, Scallops, and Fish.

Ladies Ready-to-Wear; Also a Complete Men's, Shoe, and Children's Department.

Our Complete Gift Department, with Imported China and Handicrafts.

Furniture Department, with all types of Beach Furniture.

Appliance Department - Radio, Television, Air Conditioning, Sales and Service.

Floor Covering Department, with a Complete Line of Carpets and Floor Covering.

Hardware and Sporting Goods Department, with all types of Fishing Equipment.

Building Supply Department, with Lumber, Paint and Millwork.

Also, our Grasso Service Station, Located at 4th Avenue North and Highway 24.

For your convenience, we have a free spacious Parking Lot, Free Delivery Service every hour of the day, and our Shopping Center is completely Air Conditioned. Our telephone numbers are 432-9017 and 432-9018.

We will also honor your checks at our office.

We welcome you at any time and will appreciate the opportunity of serving you.

Yours truly,

BEACH COMPANY

Harold D. Tomebo

Harold D. Tomebo
President

Form 2

ILLUSTRATION SHEET

STATEMENT

BEACH COMPANY

MYRTLE BEACH, SC 29577

Please return this stub with your check.

Amount Enclosed _____

Date	Reference	Charges	Payments & Credits	Balance
Previous Balance				$98.15
June 3		15.60		113.75
5		8.75		122.50
		31.89		154.39
		16.95		171.34
24			98.15	73.19
30		45.56		118.75

Billing Date – Last Date Shown

Finance Charge Listed by Date and Symbol FC Appears Above Arrow

BEACH CO.

Myrtle Beach, SC _____ 19 _____

M _____

Address _____

Quan.	ARTICLES	UNIT COST	AMOUNT
1	Socks	.79	79
2	Slip	6.99	6 99
3	Blouse	9.40	9 40
4			
5			
6			17 18
7			
8	Sales Tax		69
9			
10			17 87